



Series: Operating Procedures COA: NET 7.04
CFOP: NA

Procedure Name: Service Referral Process
Procedure Number: OP-1156
Revision #/Date: 06/22/11
Effective Date: 04/1/ 2011

Applicable to: All Case Management Agencies

SUBJECT: Service Referral Process

PURPOSE:

- To provide consultation to CMA prior to submission of service referrals into Mindshare
- To follow Best Practice in service delivery
- To fully utilize Standing Teams and Family Team Conferences to design and monitor service delivery

PROCEDURE:

- In order to best serve our children and families, services will be identified through a multidisciplinary team process (Standing Team or Family Team Conference) and will include the family in a collaborative decision making process. By including the family in the initial decision making process, services and supports can be identified early, which better match the needs of the family and therefore increase the opportunity to bring about effective positive family changes.
- For the initial Standing Team, all Legal Cases will be scheduled by the court and all parties to the case will be advised of the date and time of this initial Standing Team so they can come together with the family to develop the initial Case Plan. As part of the initial Case Planning process, needs will be discussed and services will be identified.
- It is the goal of this referral process that all service referrals for Legal or VPS cases will have Multidisciplinary team input through the STC, FTC or other team process, or consultation with UR prior to being entered into Mindshare.
- Exceptions to the above are Court-ordered referrals which will be submitted through Mindshare by the DCM and noted on the referral that this is a court-ordered service. The court-order must accompany the service referral. The court order may be scanned and emailed to Utilization Review staff by the DCM and password protected. If the service requested does not match the court order, and the DCM has not already informed UR of this discrepancy, Utilization Review/Care Coordinator will contact the DCM for clarification prior to authorizing the service.
- A weekly conference call is held for children who entered Licensed Out of Home Care the previous week and PIs, DCM, GAL, UR staff, and others are invited to be part of this initial call to discuss the need for any initial services or supports for children in LOHC at this time of the



case and prior to the scheduled initial Standing Team. Information regarding emergency or critical need for one by pass referral can be discussed during this call. In addition, information should be obtained through this call to initiate the assessment utilizing the CAFAS.

- UR staff will continue to conduct the initial Standing Team, 90 day as needed and Critical Juncture Standing Teams and reminder notices will be send out. Following the initial Standing Team, the family may determine that they would like to participate in a Family Team Conference and the Care Coordinator assigned would schedule all subsequent meetings which are driven by the family.
- For families who have elected to be part of the Family Team Conference Model, including those in Non Judicial Cases, all subsequent services will be identified at these meetings.
- All Service referrals that the team decides are warranted will be submitted by the DCM following a Standing Team, Family Team Conference or other multidisciplinary team process.
- All service request that are not court-ordered or agreed upon in a Multidisciplinary staffing with UR or Care Coordinators present, at any point in the case, including VPS cases not participating in a Standing Team or Family Team Conference, must have UR consultation and acceptance prior to submission. This consultation may occur by phone or email.
- Any concern regarding the appropriateness of a requested service will be forwarded to the Chief Compliance and Utilization Officer or Utilization Program Manager for consultation and resolution within two business days.

BY DIRECTION OF THE CHIEF EXECUTIVE
OFFICER:

Patricia Nellius

DR. PATRICIA NELLIUS-GUTHRIE
Chief Executive Officer
Brevard Family Partnership

APPROVAL DATE: 6/30/11